



Position Title:	Insurance Compliance Specialist
Department:	Finance & Administration
Reports To:	Director of Finance and Risk Management
Location:	Downtown Los Angeles
Exemption:	Non-Exempt

Job Summary

The Insurance Compliance Specialist is accountable for achieving compliance within GSGLA, through the implementation and execution of an effective service delivery model to better serve members council-wide. The Insurance Compliance Specialist will be responsible for maintaining certificates of insurance for all corporate activities that align with the council goal of offering staff and volunteers an efficient, effective, customer-centric experience. This position will work collaboratively with the Contract and Insurance Administrator within the department and also with the Mission Delivery, External Relations and other Finance and Administration teams, as well as volunteer committees to achieve the council's and National's goals, philosophy, policies, procedures, standards and business practices.

Essential Duties and Responsibilities

- Implement and execute procedures along with a tracking and record-keeping system that ensures quality control and excellent customer service for Girl Scout members, volunteers and staff.
- Provide guidance and support to Mission Delivery, External Relations and Finance & Administration in the issuance of Certificates of Insurance.
- Provide day-to-day support and subject matter expertise to staff and volunteers regarding GSGLA certificate of insurance policies and procedures.
- Collaborates with the Contract and Insurance Administrator on:
 - Opening claims, tracking and ensuring appropriate resolution
 - Managing usage of online insurance portals, including staff users, content of site and risk control services
 - Maintaining the Risk Management of Girl Scout Councils document for GSGLA
 - Contributing to other handbooks, guides, Volunteer Essentials, etc. to keep documents current and in compliance with insurance requirements.
- Manages non-member insurance coverage through Mutual of Omaha for the council.
- Serves as an information and communication resource in relation to certificates of insurance and coverage.
- Sets up and maintains electronic and hard copy files and other records.
- Assists with resolving insurance-related matters.
- Other duties as assigned.

Skill, Experience & Education

- Bachelor's Degree desired.
- Previous experience with insurance-related matters is required.
- Technical computer skills in Microsoft office including Word, Excel, Outlook; ability to use the internet and to learn/use specialized or proprietary software.
- Professional oral and written communication skills (i.e. in person, verbal, written, phone, and/or via other electronic media); expresses ideas and facts in a clear and understandable manner appropriate for the individual or group.
- Demonstrated competencies in problem-solving and conflict management.

- Demonstrated ability to work with a wide range of sensitive and confidential issues and communicate effectively with a diverse group of girls, volunteers and staff.
- Ability to collect, analyze and interpret data and compile information for planning and reports.
- Ability to manage multiple projects and work in a fast-paced, changing environment.
- Proven record of functioning as a self-starter who can work independently with minimal oversight and take initiative; demonstrated flexibility, adaptability, self-management and organization.
- Outstanding interpersonal and communication skills.
- Customer responsiveness. Seeks and acknowledges the view and ideas from customers (internal and external).
- Ability to identify and prioritize tasks, take time to answer questions and follow through on commitments in a timely manner.
- Maintains a commitment to continuous improvement.

Additional Organizational Requirements

- Subscribe to the principles of the Girl Scout Movement.
- Possess a positive attitude with strong work ethic, integrity and honesty.
- Must be flexible, adaptable and willing to thrive in an ever changing/fast-paced environment.
- Develop and maintain sensitivity to employee diversity in the work place.
- Behave in ways that demonstrate respectful treatment of other employees, volunteers and girls.
- Practice pluralism and be inclusive with the services provided.

Please submit a cover letter and resume to JMathew@girlscoutsla.org. Thank you.